

# UPTOWN LINK

## FREQUENTLY ASKED QUESTIONS



### **What is the Uptown Link?**

The Uptown Link is an air-conditioned midday shuttle bus service that serves the Cypress Creek Road area between Calvary Chapel and Radice Corporate Park. There are two shuttle routes that begin at the Cypress Creek Tri-Rail Station and run in separate loops. The **RED ROUTE** runs primarily west of the Tri-Rail station and the **BLUE ROUTE** runs mostly north and east of the Tri-Rail Station.

### **What is the purpose of the Uptown Link shuttle bus service?**

The purpose of the Uptown Link service is to enhance current Tri-Rail services by offering an additional transportation option that makes it easier for people to leave their car at home. The Uptown Link midday service enables people to get to work, school, shopping locations, and more without having to worry about how to get around. In addition, the Uptown Link will help reduce traffic congestion, ease the demand for parking, and promote business development in this area.

### **How much does it cost to ride the Uptown Link?**

Nothing! The Uptown Link is FREE to everyone, courtesy of the Florida Department of Transportation and the City of Fort Lauderdale.

### **What are the operating hours for the Uptown Link?**

The operating hours for the Uptown Link are 10 a.m. to 3 p.m., Monday through Friday, except holidays.

### **Where can I get an Uptown Link route map and schedule?**

An Uptown Link route map and schedule is available on the City of Fort Lauderdale's website at [www.fortlauderdale.gov](http://www.fortlauderdale.gov).

### **Do I have to ride the Tri-Rail to use the Uptown Link?**

No, you do not have to ride the Tri-Rail to use the Uptown Link. This service is available for everyone.

### **Is the Uptown Link wheelchair accessible?**

Yes, the Uptown Link shuttle buses are equipped with wheelchair lifts and other features to assist all riders.



#### **PROTECTIONS OF TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 AS AMENDED**

Any person(s) or group(s) who believes that they have been subjected to discrimination because of race, color, or national origin, under any transit program or activity provided by the City of Fort Lauderdale, may call (954) 828-3794 to file a Title VI discrimination complaint or write to Title VI Coordinator, City of Fort Lauderdale, Transportation and Mobility Department, 290 N.E. 3rd Avenue, Fort Lauderdale, Florida 33301.

### **Where can I catch the Uptown Link?**

The Uptown Link is a “wave and ride” shuttle bus service that does not have defined stops. The bus schedule includes time points for when the bus is expected to arrive at certain locations along the route, making it easier to catch it closest to where you are located on the route. Simply give the bus driver a wave from anywhere on the route and hop on. You can also get off the bus anywhere along the route as long as it is safe for the driver to stop.

### **How can I tell how long it will take to get to my destination?**

The Uptown Link timetables show the approximate times between major points on the route. There are two loops during the day that have built in driver rest periods, which may result in a delay of 15 minutes at the Tri-Rail Station.

### **What if I miss the bus I intended to take?**

The shuttle bus that serves the **RED ROUTE** will pass any given time point on the route approximately every 30 minutes; the shuttle bus that serves the **BLUE ROUTE** will pass time points approximately every 20 minutes. If you miss a bus and you are in one of the corporate parks, you may be able to catch it by walking to another part of the route in that area. Both routes travel through some of the corporate complexes, but with different destinations.

### **Do the Uptown Link shuttle buses have bike racks?**

Bike racks are available on the Uptown Link. Racks are designed to carry two bikes only. It is important to have the driver’s attention before loading and unloading your bike. As the bus approaches, please have your bike ready to load. Remember to remove any loose items that may fall off of your bike.

### **Are animals allowed on the Uptown Link?**

With the exception of service animals, large animals are not allowed on the bus. Small pets are allowed on the bus if enclosed in a proper carrying cage.

### **Will the Uptown Link operate in severe weather?**

The Uptown Link will not operate if weather conditions do not allow for the safe operation of the bus.

### **Who do I contact if I lose or find something on the Uptown Link?**

If you lose an item on an Uptown Link shuttle bus, please call the Tri-Rail Lost and Found Hotline at 1-800-TRI-RAIL (874-7245).

### **Who can I call if I have questions about the Uptown Link shuttle bus service?**

You may contact the City of Fort Lauderdale’s 24-hour Customer Service Center at (954) 828-8000 or Tri-Rail at 1-800-TRI-RAIL (874-7245) from 4 a.m. to 11:30 p.m. on weekdays and 7 a.m. to 5 p.m. on weekends.

### **Can I submit questions or comments about the Uptown Link shuttle bus service online?**

Yes. Questions or comments about the Uptown Link may be submitted to the City’s 24-hour Customer Service Center at [www.fortlauderdale.gov/customerservice](http://www.fortlauderdale.gov/customerservice). Please note, inquiries submitted online are responded to within one business day.



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